

F.Y.I.

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F.Y.I. is a publication of the Michigan Department of Corrections, Office of Public Information and Communications. Editor Gail Madziar.

CORRECTIONS OFFICER OF THE YEAR SELECTED

Corrections Officer Eric Jones, Deerfield Correctional Facility, has been named the 2006 Corrections Officer of the Year.

His selection was made by the State Standards Committee of the Michigan Correctional Officers' Training Council. He was chosen from nominees that came from every state prison and Field Operations Administration supervision region in the state.



Corrections Officer Eric Jones

In addition to their outstanding service to the department, candidates for the corrections officer honor are judged on the basis of their work ethic,

MDOC policy compliance, communications skills and professionalism. Each must act as a positive role model and demonstrate sound

judgment in emergency situations.

C/O Jones joined the Michigan Department of

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ACCESS DENIED—SURF CONTROL ISSUE

Many corrections staff experienced a problem opening their last F.Y.I. Instead of accessing the appropriate link, an Access Denied—Surf Control message appeared.

Apparently, surf control had

a snag that caused some sites to randomly be denied even though they were located on the State of Michigan Web site.

The problem has since been resolved and all DOC staff

should be able to access FYI and the department Web site without problem. If you have questions or concerns about accessing FYI please contact Gail Madziar at madziagl@michigan.gov.

CORRECTIONS OFFICER OF THE YEAR

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Corrections in 1999 working as a corporal at the Special Alternative Incarceration program. He transferred to the Deerfield Correctional Facility in 2003.

“C/O Jones’ commitment to the department is exemplified by his knowledge and application of policies and procedures,” said Warden Carmen Palmer. “He makes innovative suggestions which benefit the entire facility.”

C/O Jones regularly executes new procedures to more effectively accomplish his assignments including the implementation

of a new system for the facility’s property room. He leads by example and is often referred to as the go-to person at Deerfield Correctional Facility. He is a trainer for both Riverside and Deerfield facilities and is an active member of the Minority Advisory Panel.

C/O Jones has an impressive record for outstanding community involvement. He is active in gang intervention and speaks throughout Michigan and around the country addressing students on the danger of gangs. In addition, he has founded a mentoring program for at-risk inner city children to improve their self esteem,

school attendance and behavior at school and in their communities. He also provides a scholarship for an at-risk high school senior each year.

The Officer of the Year was selected from among four other finalists: Corrections Officer Brady Hull, Pine River Correctional Facility; Resident Unit Officer Neil Koenigsknecht, Carson City Correctional Facility; Corrections Officer Paul Raymond, Huron Valley Complex—Women; and Corrections Officer Tammy Trejo-Woodley, Saginaw Correctional Facility.

C/O BRADY HULL



C/O Brady Hull, Pine River Correctional Facility, has been with the department since 2001. As control center officer, he was instrumental in the implementation of new and efficient procedures at the

facility and his exceptional communications skills have enhanced the overall operation of the control center.

C/O Hull was awarded the department’s meritorious

service award for his outstanding efforts during a funeral run. Officer Hull is active in his community and attends Central Michigan University.

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RUO NEIL KOENIGSKNECHT



RUO Neil Koenigsknecht, Carson City Correctional Facility, is a 17-year veteran of the department. His thorough knowledge of the Carson City Correctional Facility

physical plant has contributed immeasurably to the safety and security of the facility.

His knowledge and practical application of

policy and procedure have made him an indispensable trainer for new officers as well. RUO Koenigsknecht has been key in preventing numerous potential critical incidents.

C/O PAUL RAYMOND



C/O Paul Raymond, Huron Valley Complex-Women, has been a corrections officer since 1999. He is a member of the Huron Valley Complex Emergency Response Team and is a

qualified instructor in many disciplines. C/O Raymond's expertise with electronic security has made him crucial in evaluating, monitoring and improving the system. C/O Raymond

is active in the Law Enforcement Torch Run and Polar Bear Plunge for Special Olympics. He also serves his community as a first responder volunteer.

C/O TAMMY TREJO-WOODLEY



C/O Tammy Trejo-Woodley, Saginaw Correctional Facility, joined the department in 2001. She has an exceptional ability to deal with difficult situations and effectively de-escalate potential problems. Her organizational skills and attention to detail are

valuable assets to the department.

C/O Trejo-Woodley is active in the Employee Club and takes the initiative to organize fund raisers for those in need. At the community level she has been instrumental in organizing a community

group dedicated to providing hope to youngsters as an alternative to gangs, drugs and violence in the Saginaw area. She is currently working toward a Bachelor's Degree in Law Enforcement.

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GOVERNOR PRESENTS FISCAL YEAR 2007 CORRECTIONS BUDGET

The Governor's proposed Fiscal Year 2006-07 corrections budget recommends total funding of \$1.95 billion, of which \$1.87 billion is general fund.

Although that amount is a 4.77% increase in GF/GP from last fiscal year, it should be noted that this is a continuation budget with no new initiatives. Approximately 97% of the new dollars will fund personnel, fuel and utilities and food increases.

Highlights of the proposal include funding for 700 new corrections officers for fiscal year 2007 as well as funding for 500 GPS monitoring units. In addition the 395 inmates currently located at Camp Brighton would be moved to Huron Valley Complex and Camp Brighton will be closed.

While this bill continues the Michigan Prisoner ReEntry Initiative (MPRI) funding at the current year level, phase two of MPRI is funded as part of a \$4 million

supplemental to the budget process. Due in part to the re-entry initiative, this is the first time in 21 years that the department has not received funding for new beds.

The Governor's proposal is just the first step in the lengthy budget process.

This year, the Corrections budget starts in the Senate. Next week the Senate Appropriations Subcommittee on Judiciary and Corrections will hear

testimony from the department.

Watch for special FYI editions and articles as the budget process unfolds.

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EIGHT FACILITIES RECEIVE ACCREDITATION

Eight correctional facilities have been awarded accreditation from the ACA's Commission on Accreditation for Corrections. Those facilities are:

Marquette Branch Prison, Newberry Correctional Facility, Chippewa Correctional Facility, Straits Correctional Facility, Oaks Correctional Facility, Richard A. Handlon Correctional Facility, Mound Correctional Facility and Ryan Correctional Facility.

The accreditation program is a professional peer review process based on national standards that have evolved since the founding of the Association in 1870. The standards were developed by national leaders from the field of corrections, law, architecture, health care and other groups who are interested in sound correctional management. The process takes a year to prepare for the first time and maintenance requires continuous monitoring.

During an ACA audit, a visiting committee of professionals measures the prison's operation against national standards covering life, health and safety issues as well as fiscal management, training, security, classification, food service, health care, sanitation, inmate programming, rules and management, inmate rights, personnel and citizen involvement. The committee examines written documentation, makes observations and conducts interviews to determine if all standards are being met.

"These facilities have done an outstanding job achieving and maintaining accreditation," said Director Patricia L. Caruso. "Wardens and staff should be proud of the hard work and dedication required for this accomplishment."

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THAT'S THE WAY WE'VE ALWAYS DONE IT

BY **GAIL MADZIAR, COMMUNICATIONS SPECIALIST**

Not a day goes by that someone somewhere in the Department of Corrections doesn't use this response to justify a course of action. That's the way we've always done it. While it's a common enough mode of operation, there may not be a worse reason for doing something. It's time to face the fact that if that's your only response, maybe it's time to look at a new way of completing the assignment.

As a paramilitary organization, the DOC functions on policies, work rules and written procedures. Following these to the letter is important if we are to maintain consistent delivery of our services and ensure the safety and security of facilities, staff and prisoners.

However, that does not mean that as a department we cannot incorporate change. While there are numerous parables that illustrate the futility of the "always done it this way" course of action, they are all meant to illustrate the point that just because something has been done a particular way in the past does not mean that it is appropriate for today's circumstances. Sometimes what worked then, doesn't work now.

The DOC has accepted that premise and is currently in the throes of revising its focus. Like corrections departments across the country, the DOC is embracing a redirected mission focusing on re-entry. We're changing how we do business. For instance, there are currently parole officers working inside the MPRI pilot site facilities. That hasn't happened since the early 1970s. CFA is making sweeping changes in their focus.

"We are focusing on sending offenders out prepared instead of just sending them out," said Correctional Facilities Administration Deputy Director Denny Straub recently. "It centers on doing what we can to keep prisoners from coming back."

Even with funding for re-entry initiatives, budgets are tough, the Michigan economy isn't rebounding as we would like and with the beginning of each fiscal year we are forced to do more with less. DOC staff are a tremendously creative and clever group and have always faced those challenges professionally and resourcefully.

Maintenance staff came up with a way for the department to save money by installing new controls on a freezer. Librarians came up with ways to keep track of their materials as prisoners change facilities. Groups raise money for charity working at air shows or jumping in a freezing lake—mid winter. They have assisted a co-worker by building an access ramp into her home. They take care of families left behind by deployed troops. They didn't stop because none of them had done it before. They took a chance and the results were tremendous.

Take advantage of this opportunity to try something new. Look at your day-to-day activities with a new perspective. Maybe it's time to find a way to make your new idea work rather than compile a list of reasons that it won't.

Remember, the key to a successful change is communication. Don't make a change and not tell anyone. Get your supervisor's input and discuss it with your co-workers first. If you are a supervisor or manager, take the time to listen to your staff. Step back and take a look at the big picture. Your staff does their job every day. They know it better than anyone else. They just might have the next great idea. *Schedule time to listen.*

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THAT'S THE WAY WE'VE ALWAYS DONE IT CONTINUED FROM PAGE 5

Implementing new practices is not easy. We are creatures of habit and comfort. Just the thought of change can make us crazy sometimes. But even though we acknowledge that change can be stressful, we should not miss the opportunity to tap into our own potential and engage the 17,000 creative individuals we work with every day. We must communicate and listen to one another and sometimes take a chance because we trust our colleagues.

When new staff members start to question the status quo, resist the temptation to shut them down because they just don't understand "how it's done around here." Listen to them; discuss the possibilities; try something new.

The next time you hear "that's the way we've always done it" come out of your mouth or someone else's, stop and ask the question: Why? Sometimes we maintain our current practices simply because no one has ever asked that question.

If we want to remain a leader in the corrections industry, we have to embrace change. Offer a suggestion, *maybe you would like to try this and here is why I think it would work*. Rather than coming up with a hundred different objections to the idea, work together to try to improve it. Ask, how could this work?

It's always possible that the tried and true method will end up being the best in some cases, but then you'll be doing it because it's a best practice. That is a far cry from that's the way we've always done it.

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RUO JORDAN RECEIVES VALOR AND LIFESAVING AWARDS

Resident Unit Officer Kenneth Jordan, Muskegon Correctional Facility, received the department's Valor and Lifesaving awards this year.

RUO Jordan located an elderly blind neighbor in a burning home and carried the neighbor to safety.

From left: RPA Ray Wolfe, RUO Jordan and Warden Shirlee Harry.

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NEW LEADERSHIP TRAINING PROGRAM UNDERWAY

Line staff are now participating in a new leadership training class designed specifically for non supervisors. The approach is part of a five-year program to start training leaders from the ground up.

concepts before they are actually placed in a supervisory role.

“The idea is to teach individuals about leadership because they are all leaders in some regard and we

“Sometimes the people who don’t want to go are those who need it the most,” said Montgomery. “We often underestimate how much influence our personal positive or negative behavior has on those around us and the overall work atmosphere.”

Rather than place the responsibility on others, staff are encouraged to look at their own conduct and to use a constructive or proactive approach if they see room for change.

One of the topics covered in the new eight-hour course is informal leadership. Everyone can recognize the formal leadership that accompanies a position of authority. Your boss tells you what to do and you do

it. However, often overlooked is the value of informal leadership exhibited by many line staff, secretaries and first-line supervisors. This type of influence stems from personal power which is based on personal characteristics such as integrity and reliability. Staff who are well respected by their co-workers and supervisors may not realize that they have a great deal of influence within the department.

“Every single person has a significant impact on what happens in this organization,” said Montgomery. “This leadership program is intended to help department staff recognize that fact and then develop the courage to act on it.” **F.Y.I.**



From left: Chris Olden, internal affairs; Mike Montgomery, leadership training; and Dawn McCune, parole board staff cover leadership topics at the day-long training.

“We’re changing the culture of the department and this training is the next step,” said Director Patricia Caruso. “You may not see yourself as a leader but we see you as one.”

The *Leading Others* program emphasizes the opportunities all staff have to lead every day regardless of their title. At the same time, it provides the department’s future supervisors and managers with an opportunity to learn some positive leadership

recognize that many will go on to become formal leaders,” said Mike Montgomery, Leadership Training Coordinator.

Successfully changing the culture of the department means permeating the entire organization, so the training will be most effective if it is delivered at all levels even if that means making it mandatory.

By year end, all eligible staff will have participated in *Leading Others* training.



Central office finance staff Michelle Gregory and Bob Platte assess their leadership skills.

SHIFT WORK DEMANDS CAN BE STRESSFUL

BY **ROSANNE LELAND, MDOC TISM COORDINATOR**

Shift work, while unavoidable in the Department of Corrections, can be very stressful and can affect many aspects of an employee's life. Studies have found that Corrections Officers who work other than the day shift frequently experience health problems such as ulcers, heartburn, loss of appetite or digestive problems.

This is due largely to not eating balanced meals, and over-eating junk food or other snacks that are convenient and quick.

Caffeine, the shift workers favorite companion, and continuous mealtime changes contribute to stomach upset and aggravate digestion.

Irregular sleep patterns and sleep disorders may be common among shift workers as well. Fatigue may cause an employee to be more vulnerable to illness, demonstrate poor job performance, and cause decreased motivation. Seeking a solution and

relief, some may turn to sleeping pills or alcohol as a way to relax and get sleep. Many of these substances can be addictive, and can lead to other health problems such as diabetes, epilepsy and heart disease. These combined factors may lead to depression.

Shift work can also affect an employee's family and social life. Working irregular shifts often times disrupts family routines and activities.

Employees may suffer from high levels of irritability, mood swings and stress, resulting in complications in family relationships. Shift work can place extra demands on employees as domestic partners and parents.

There are some things employees can do to make the situation better. Keep eating patterns as regular as possible to help keep energy levels up, improve sleep and assist the body in adjusting to the shift work schedule. Employees

should have a diet that includes foods high in fiber (fruits, vegetables, whole grains), and low fat foods such as fish, chicken, yogurt and various types of beans. The use of caffeine, alcohol and sleeping pills should definitely be limited.

Sleeping maintenance is also very important. Shift workers should try to keep a regular "sleep time" and let family members know how important their sleep schedule is.

Exercise is also very important. Being physically fit assists the body in maintaining good health and makes the entire system better able to cope with the demands of shift work.

Communication and maintaining good relationships with family members and friends are more difficult when an employee has shift work to contend with, but it is possible.

Planning for family time and social events requires more



Rosanne Leland
MDOC TISM
Coordinator

effort, however it is very important as a way of staying connected to others.

Remember that knowledge is power. With a little knowledge about how shift work affects the body, employees have the power to make changes that can improve communication and the overall health and well-being of everyone.

Adapted from The Perils Of Shift Work, Trotman, Graham, December 14, 2004 .

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